

**public commeten on federal register FW: verizon wont send senior citizens a paper bill - and we cant tell what the bill is via internet - that is wrong to allow that**

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**Sent:** Wednesday, November 30, 2011 10:17 AM

**To:** FCC504; John B. Adams; americanvoices@mail.house.gov; comments@whitehouse.gov; info@taxpayer.net; media@cagw.org; letters@newsweek.com; today@nbc.com

**Cc:** speakerboehner@mail.house.gov; sf.nancy@mail.house.gov

verizon will not send me a paper bill with any information on it. i have asdked over and over and over again for such a paper bill showing what they are charging me for. i am a senior citizens and believe that we need that accommodation. maybe the kids are more computer literate but we need some things in paper. bills for verizon wireless service should be sent free to all senior citizens who need them. their cheapness in hurting senior citizens and in getting the right to cheat them because we cant see our bills is wrong. and it is wrong for fcc to allow this very very profitable company, which pays its executives many millions of dollars a year in compensation and they cant accommodate a few consumers, shows the uglin ess of this corporation and its profiteering. it is not helping america at all.

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From: usacitizen1@live.com

To: usacitizen1@live.com

Subject: verizon wont send senior citizens a paper bill - and we cant tell what the bill is via internet - that is wrong to allow that

Date: Wed, 30 Nov 2011 09:35:57 -0500

[Federal Register Volume 76, Number 230 (Wednesday, November 30, 2011)]

[Proposed Rules]

[Pages 74017-74018]

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[FR Doc No: 2011-30783]

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FEDERAL COMMUNICATIONS COMMISSION

47 CFR Part 64

[CG Docket Nos. 11-116 and 09-158; CC Docket No. 98-170; FCC 11-106; DA 11-1860]

Empowering Consumers to Prevent and Detect Billing for Unauthorized Charges ('Cramming'); Consumer Information and Disclosure; Truth-in-Billing and Billing Format

AGENCY: Federal Communications Commission.

ACTION: Proposed rule; extension of reply comment period.

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SUMMARY: In this document, the Commission extends the deadline to for filing reply comments on the Commission's Notice of Proposed Rulemaking (NPRM) seeking comment on various proposals designed to assist consumers in detecting and preventing the placement of unauthorized charges on the their telephone bills, an unlawful and fraudulent practice commonly referred to as cramming. The extension will facilitate the development of a full record given the importance of the issues in this proceeding.

DATES: Reply comments are due on or before December 5, 2011.

ADDRESSES: You may submit reply comments, identified by CG Docket No. 11-116 by any of the following methods:

Federal Communications Commission's Web site: Follow the instructions for submitting comments.

People with Disabilities: Contact the FCC to request reasonable accommodations (accessible format documents, sign language interpreters, CART, etc.) by email: [FCC504@fcc.gov](mailto:FCC504@fcc.gov) or phone: (202) 418-0530 or TTY: (202) 418-0432.

For detailed instructions for submitting comments and additional information on the rulemaking process, see the SUPPLEMENTARY INFORMATION section of this document.

FOR FURTHER INFORMATION CONTACT: John B. Adams, FCC, Consumer and Governmental Affairs Bureau, Consumer Policy Division, at (202) 418-2854 (voice), or e-mail [JohnB.Adams@fcc.gov](mailto:JohnB.Adams@fcc.gov).

SUPPLEMENTARY INFORMATION: This is a summary of the Commission's Order, document DA 11-1860, adopted on November 4, 2011, and released on November 4, 2011, in CG Docket Nos. 11-116 and 09-158, and CC Docket No. 98-170, which extends the reply comment filing deadline established in FCC 11-106, published at 76 FR 52625, August 23, 2011. The full text of document DA 11-1860 and copies of any subsequently filed documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street SW., Room CY-A257, Washington, DC 20554. They may also be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc., Portals II, 445 12th Street SW., Room CY-B402, Washington, DC 20554, telephone: (202) 488-5300, fax: (202) 488-5563, or Internet: <http://www.bcpweb.com>. The full text of document DA 11-1860 may also be downloaded at <http://www.fcc.gov>. To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). Pursuant to Sec. Sec. 1.415 and 1.419 of the Commission's rules, 47 CFR 1.415 and 1.419, interested parties may file reply comments on or before the dates

indicated in the DATES section of this document. Comments may be filed using: (1) The Commission's Electronic Comment Filing System (ECFS); or (2) by filing paper copies. All filings should reference the docket number of this proceeding, CG Docket No. 11-116.

Electronic Filers: Comments may be filed electronically using the Internet by accessing the ECFS: <http://efile.fcc.gov/ecfs2/>. Filers should follow the instructions provided on the website for submitting comments. In completing the transmittal screen, ECFS filers should include their full name, U.S. Postal Service mailing address, and CG Docket No. 11-116.

Paper Filers: Parties who choose to file by paper must file an original and one copy of each filing. Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th Street SW., Room TW-A325, Washington, DC 20554. The filing hours are 8 a.m. to 7 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes or boxes must be disposed of before entering the building.

Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.

#### Background

Document FCC 11-106 established a comment deadline of October 24, 2011 and a reply comment deadline of November 21, 2011. On October 27, 2011, the National Association of State Utility Consumer Advocates (NASUCA) requested that the reply comment deadline be extended by 30 days because of the volume of initial comments and the occurrence of NASUCA's annual conference during the reply comment period. The Commission grants NASUCA's request in part.

As stated in Sec. 1.46(a) of the Commission's rules, 47 CFR 1.46(a), the Commission's policy is that extensions of time are not routinely granted. In the interest of encouraging development of a full record, the Commission believes

[[Page 74018]]

that an extension of time is in the public interest and that a 14-day extension will provide adequate time for development of reply comments. The Commission grants a 14-day extension of the reply comment deadline.

#### Ordering Clauses

Pursuant to sections 4(i) and 4(j) of the Communications Act of 1934, as amended, 47 U.S.C. 154(i), (j), and Sec. Sec. 0.141, 0.361, and 1.46 of the Commission's rules, 47 CFR 0.141, 0.361, 1.46, that the Motion for Extension of Time to File Reply Comments filed by the National Association of State Utility Consumer Advocates is granted to the extent indicated herein and is otherwise denied, and the deadline for filing reply comments in response to document FCC 11-106 is extended to December 5, 2011.

Federal Communications Commission.

William Freedman,

Deputy Chief, Consumer and Governmental Affairs Bureau.

[FR Doc. 2011-30783 Filed 11-29-11; 8:45 am]

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